

# THE WHATSAPP CHANNEL USER GUIDE

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# OVERVIEW

The WhatsApp functionality will enable Santam intermediated and direct clients to request documentation by using an interactive channel. In order to have access to this feature, Clients will have to add the Santam WhatsApp number to their contact list on their mobile device.

## The number to be added is:

South Africa: +27 860 102 001

Namibia: +264 6129 28008

Documents which can be requested via the WhatsApp channel will include:

- A policy schedule
- Confirmation of cover letter
- Border (territorial) letter

Technical support will be provided by the Digital Support Hub at:

## South Africa:

Email: [digitalsupporthub@santam.co.za](mailto:digitalsupporthub@santam.co.za)

Telephone number: 0860 111 370

## Namibia:








Email: [digitalsupporthub@santam.co.za](mailto:digitalsupporthub@santam.co.za)

Telephone number: (+264) 61-292 8000

## Incident areas to be used

- WhatsApp.Connectivity issue
- WhatsApp.ContactOTP issue
- WhatsApp.Coverables issue
- WhatsApp. Documents issue

# ICON GUIDE

 General Note of information	 Cautionary Note
 Clarification/Helpful Hint	 Reference available elsewhere
 Shortcut	 Critical note (Something must NOT be done)
 Contact someone	

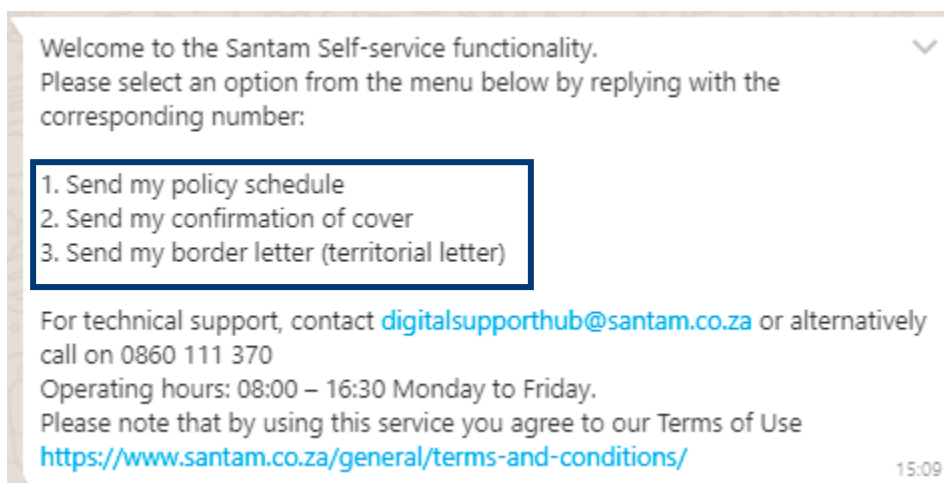
# START-UP NAVIGATION

The WhatsApp contact number should be added to the mobile contact list before a chat can be initiated. We will start the illustration from the start up chat assuming the contact has been added to the contact list.

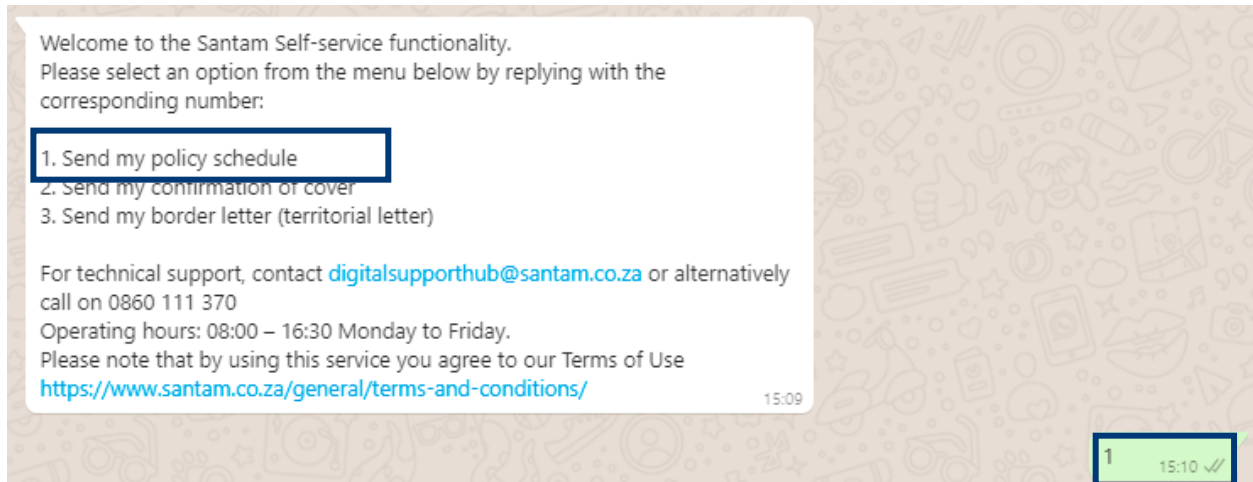
- 1) Send a **start-up message** to the Santam WhatsApp contact E.g. Hi



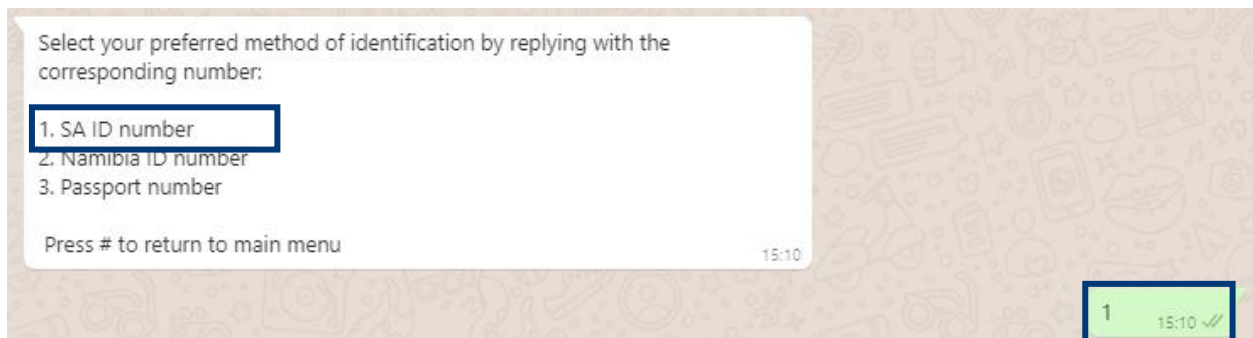
A **welcome message** will display where a selection can be made for the document type options.



- 2) Select the **document type option** E.g. 1



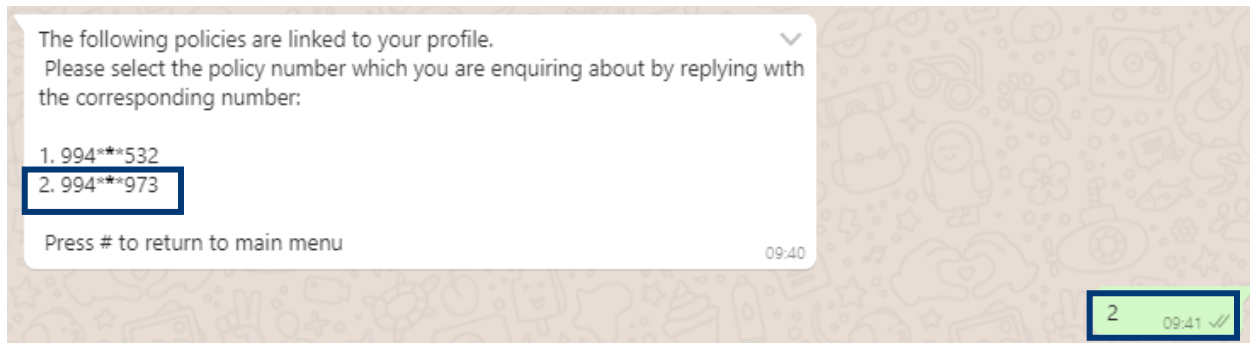
3) Select the **preferred method of identification** E.g. 1



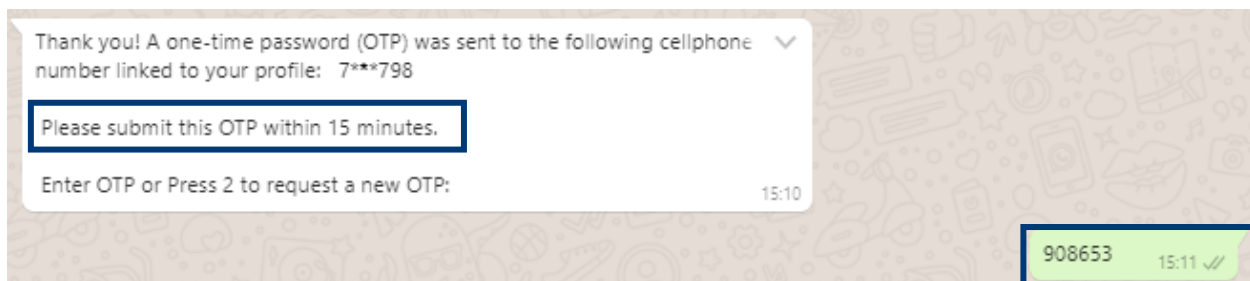
4) Enter the selected **identification number** E.g.



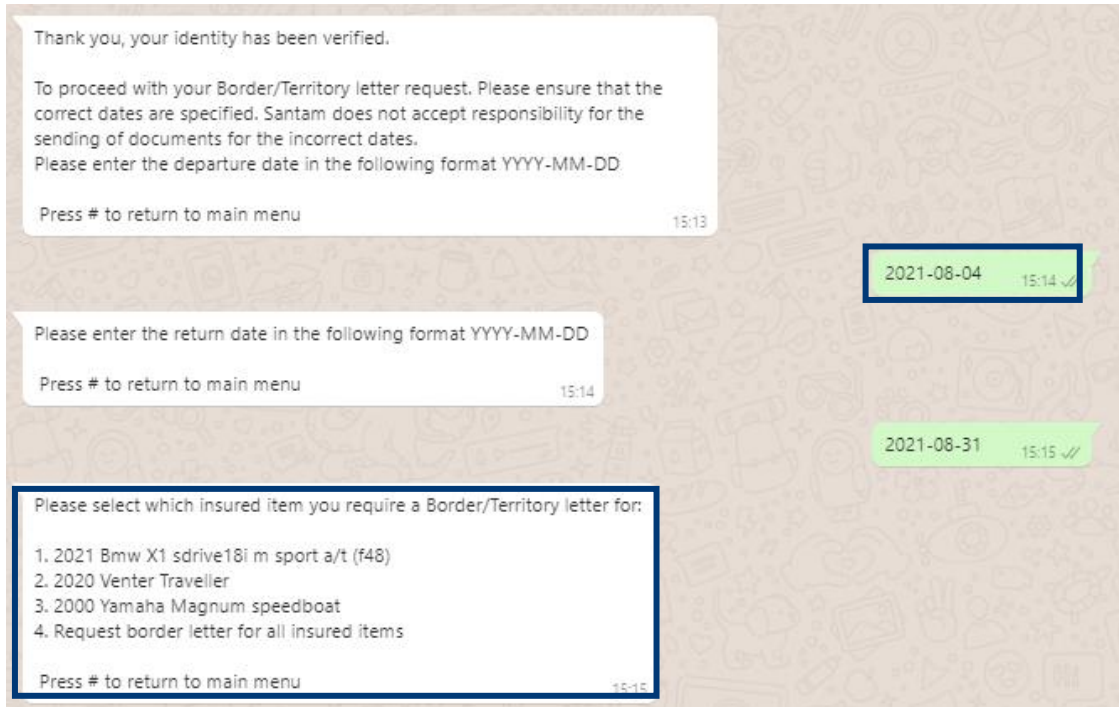
5) Enter the **corresponding number of the policy** you need the documents for E.g.



- 6) You will receive a **One Time Password (OTP)** via SMS. The OTP will be sent to the mobile number that appears on the policy. Submit the OTP E.g.

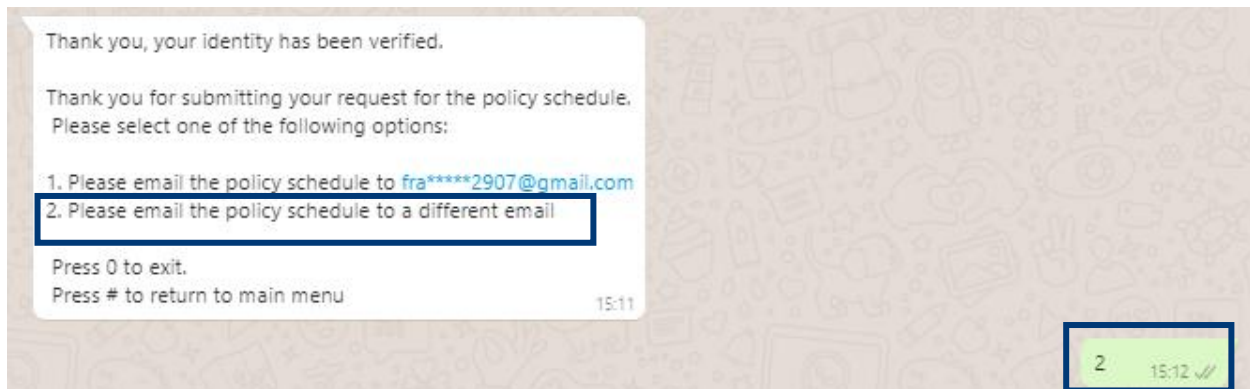


When selecting the option for a **territorial letter** to be sent, you will have to complete the departure and return date. It is important for the date sequence to be typed in **Year, Month** and **Date** order E.g.



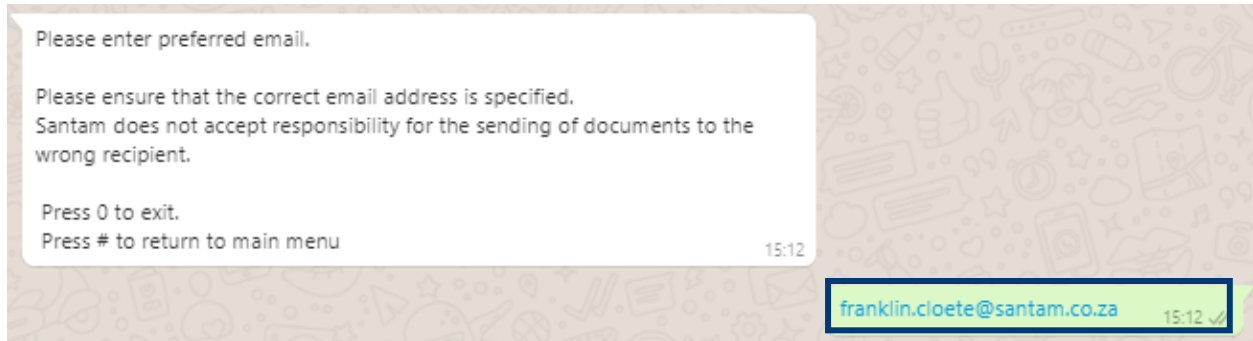
You will have the option to select individual items all items by selecting the correct menu option.

7) Select the **email address** to which the document needs to be sent E.g.

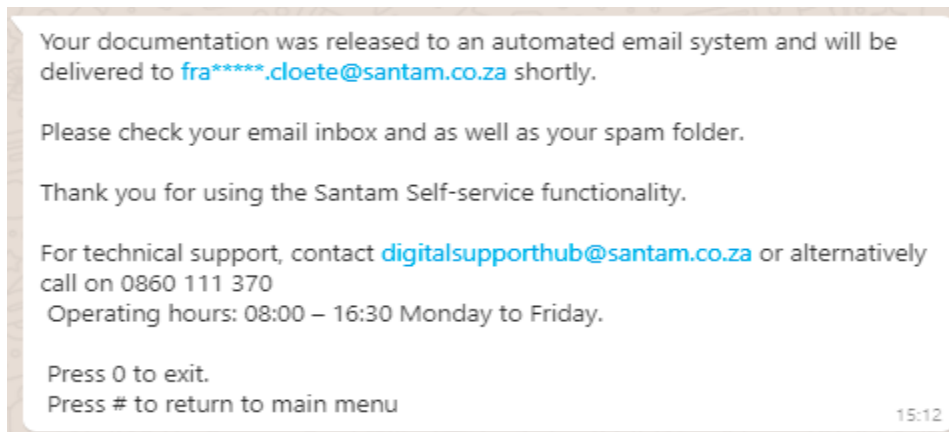


8) Enter the **preferred email address** E.g.

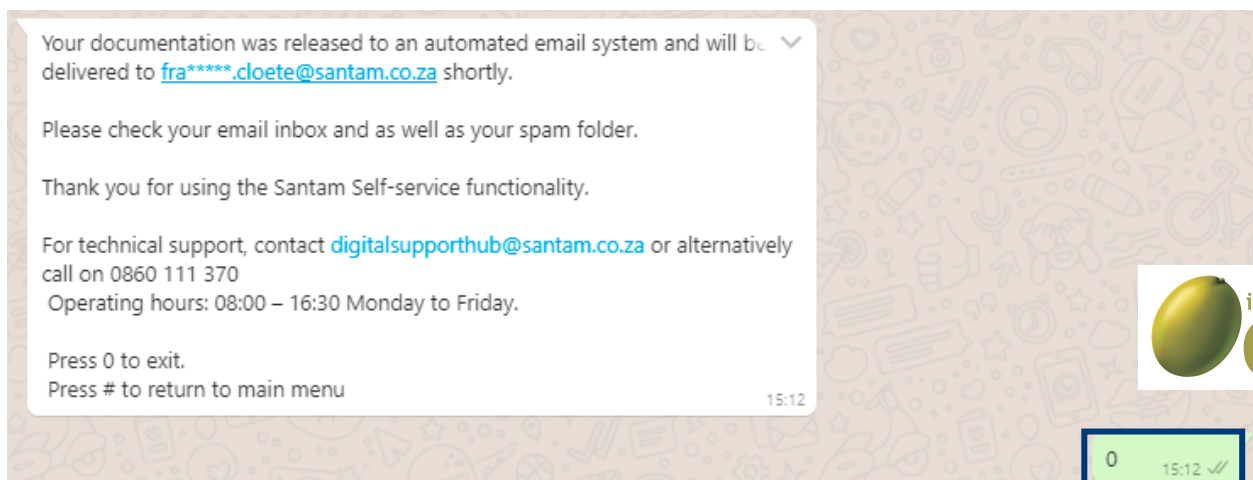




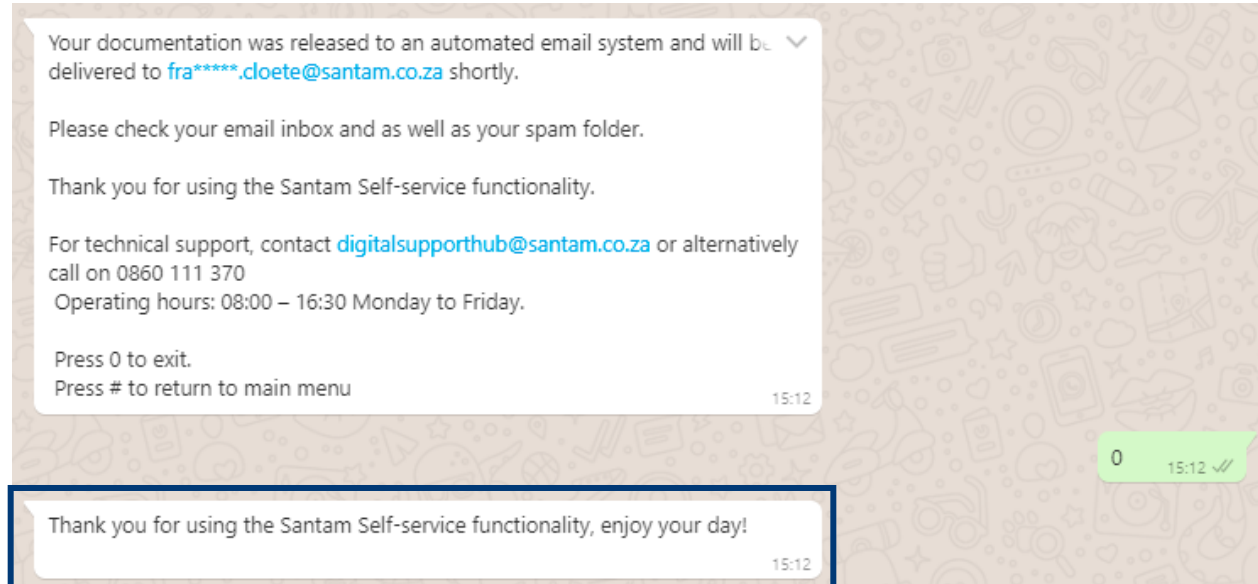
The document will be sent to the email address which you have entered. This will be confirmed with a validation message.



9) Press **0 (zero)** to exit the session.



The **Exit message** will display.



You can press the pound key (#) if you need to request more documents. This will allow you select an alternative document from the main menu screen. When this step is followed, only one OTP will be sent to the mobile number on the policy.



## REFERENCES

- Thabit Ishmail – Business Analyst
- Franklin Cloete - Digital Adoption Specialist

## DOCUMENT PROPERTIES

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## DISCLAIMER

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- Personal information used in this guide is fictitious.